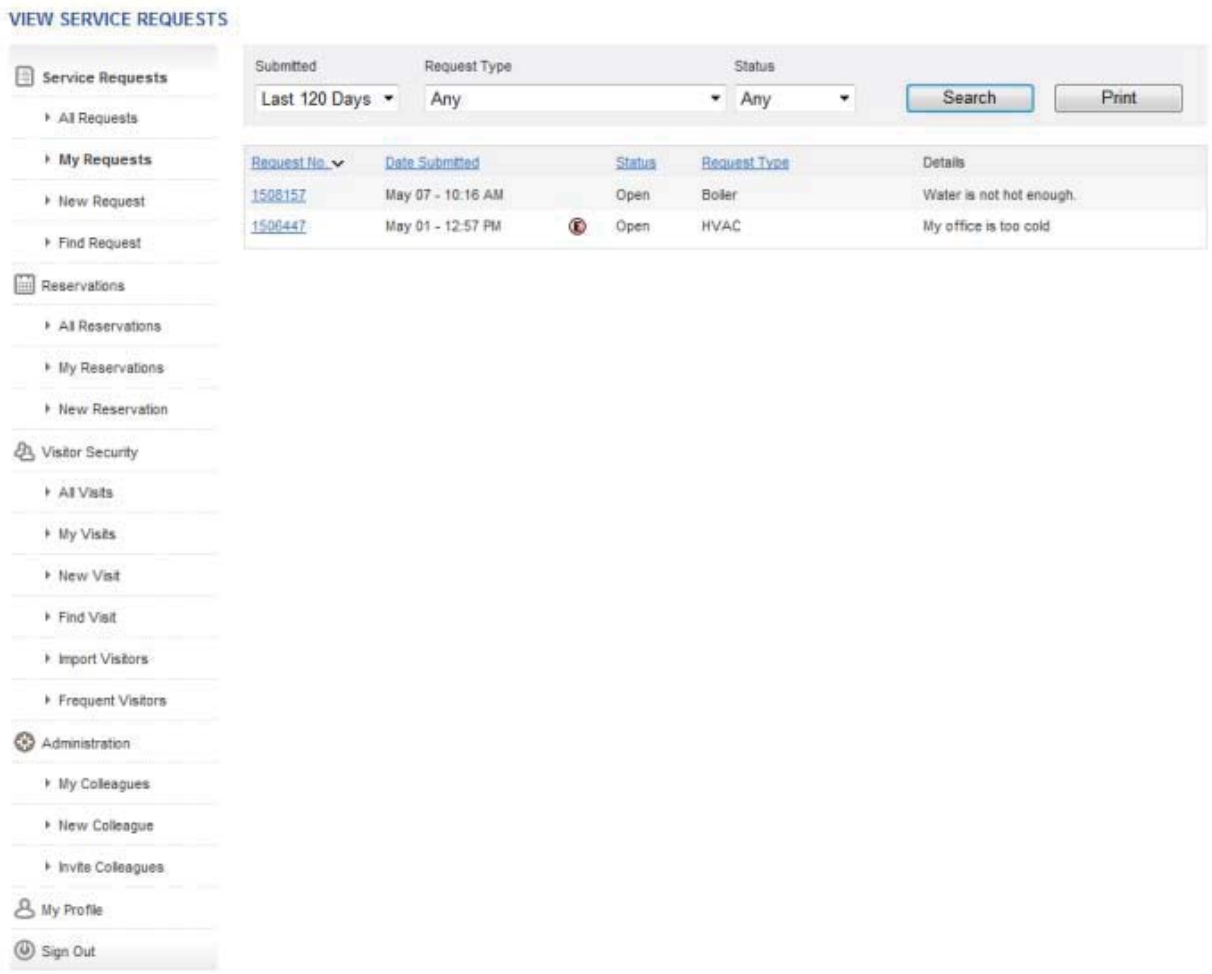
Getting Started

About the Tenant Services Interface

Your property management company has provided a self-service, web interface known as the Tenant Services Interface. This interface enables you to enter and track service requests. In addition, your Tenant Services Interface may include Resource Reservations and Visitor Security.

Your property management company will provide a web address, user name and password for using your Tenant Services Interface.

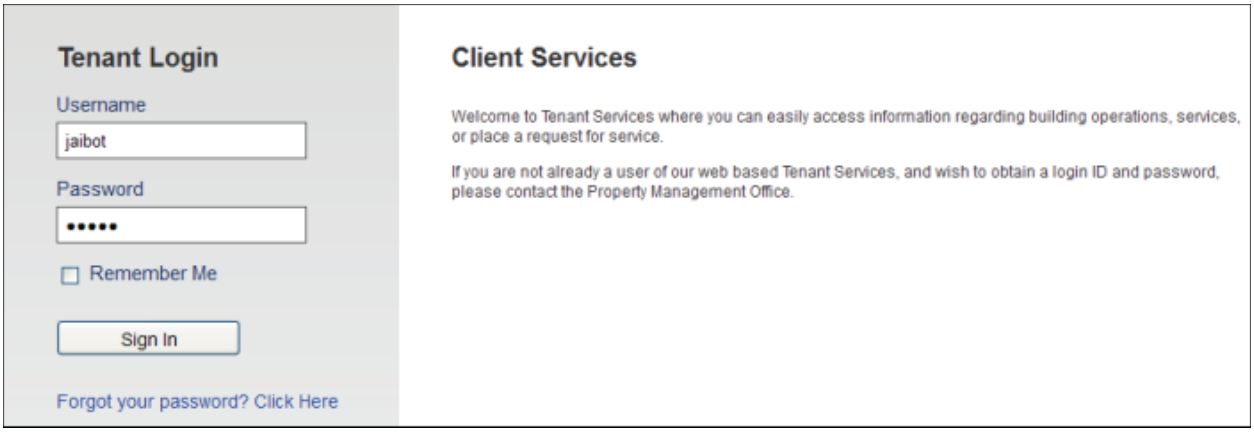
Please note that the images included here are for instructional purposes only; depending on how the TSI has been configured, the interface may not necessarily appear exactly as depicted.



Logging In

> *i* After logging in, users who are inactive for 60 minutes will be automatically logged out.

1. Open a web browser and enter the web address to your Tenant Services Interface, as provided by your property management company. The Login screen is displayed.
2. Click the **Username** field and enter your user name.
3. Click the **Password** field and enter your password.
4. If you would like the site to remember your user name and password, place a checkmark beside **Remember Me**.
5. Click **Sign In**.

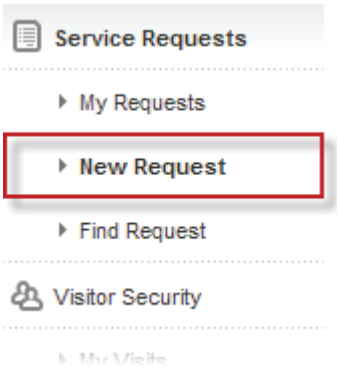

Tenant Login
Username
jaibot
Password
Remember Me
Sign In
Forgot your password? Click Here
Client Services
Welcome to Tenant Services where you can easily access information regarding building operations, services, or place a request for service.
If you are not already a user of our web based Tenant Services, and wish to obtain a login ID and password, please contact the Property Management Office.

Tenant Service Requests

Making a Request

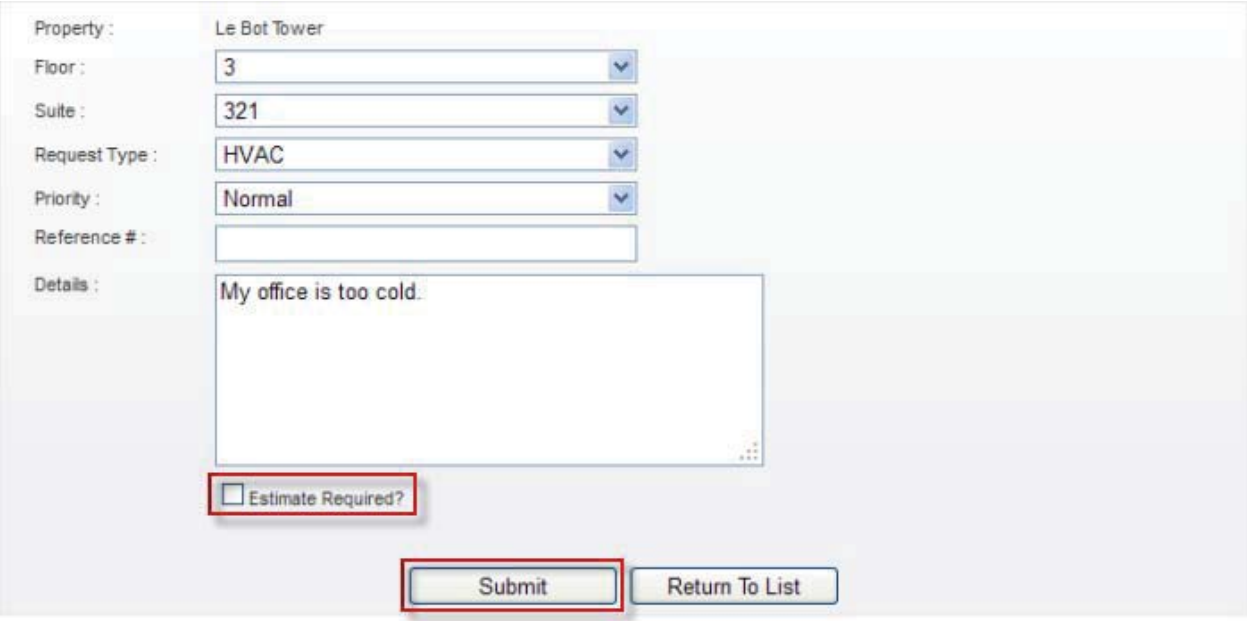
Requests are submitted to report issues which require attention from your Property Management Company. To create a new request, follow the steps outlined below.

1. Click **New Request** in the main menu. The Service Request Entry screen is displayed.



2. The system automatically selects your property.
3. If you have offices in more than one building and your tenancy has been set up to allow you to create Requests for more than one building (not shown below), there will be a **Building** field on the Service Request Entry screen. To select a building for the location of the request, click the **Building** field and select the desired building from the drop-down list.
4. Use the **Floor** and **Suite** drop-down lists to select a floor and suite.
5. Click the **Request Type** field and select a request type from the drop-down menu.
6. If your Property Management Company uses priority levels for requests (as shown below), use the **Priority** drop-down menu to select a priority.
7. Your Property Management Company may also require additional custom fields to be filled in (such as a reference number, as shown below). Enter the appropriate information in any additional fields which may be present.
8. Click the **Details** field and enter the details of the request.
9. Indicate if an estimate is required using the checkbox provided.
10. Click **Submit**. Your request is submitted and the Request Confirmation screen is displayed.

i if your property uses the Authorization feature, your request may require authorization before it can be processed. The system will display a message informing you that authorization is required.

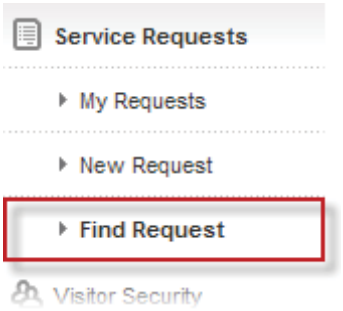


Searching by Request Number

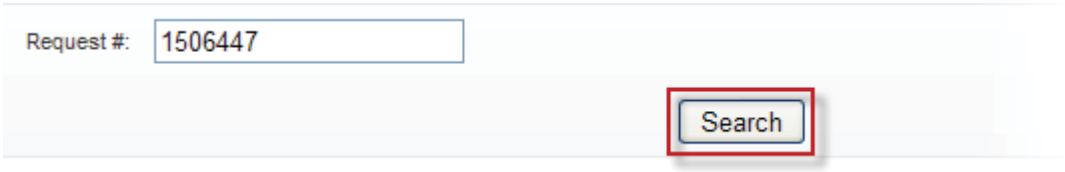
You can search for a specific request by entering the request number.

> *i* In situations where you do not know the request number, you can instead sort through your request list as described in Organizing my Service Requests.

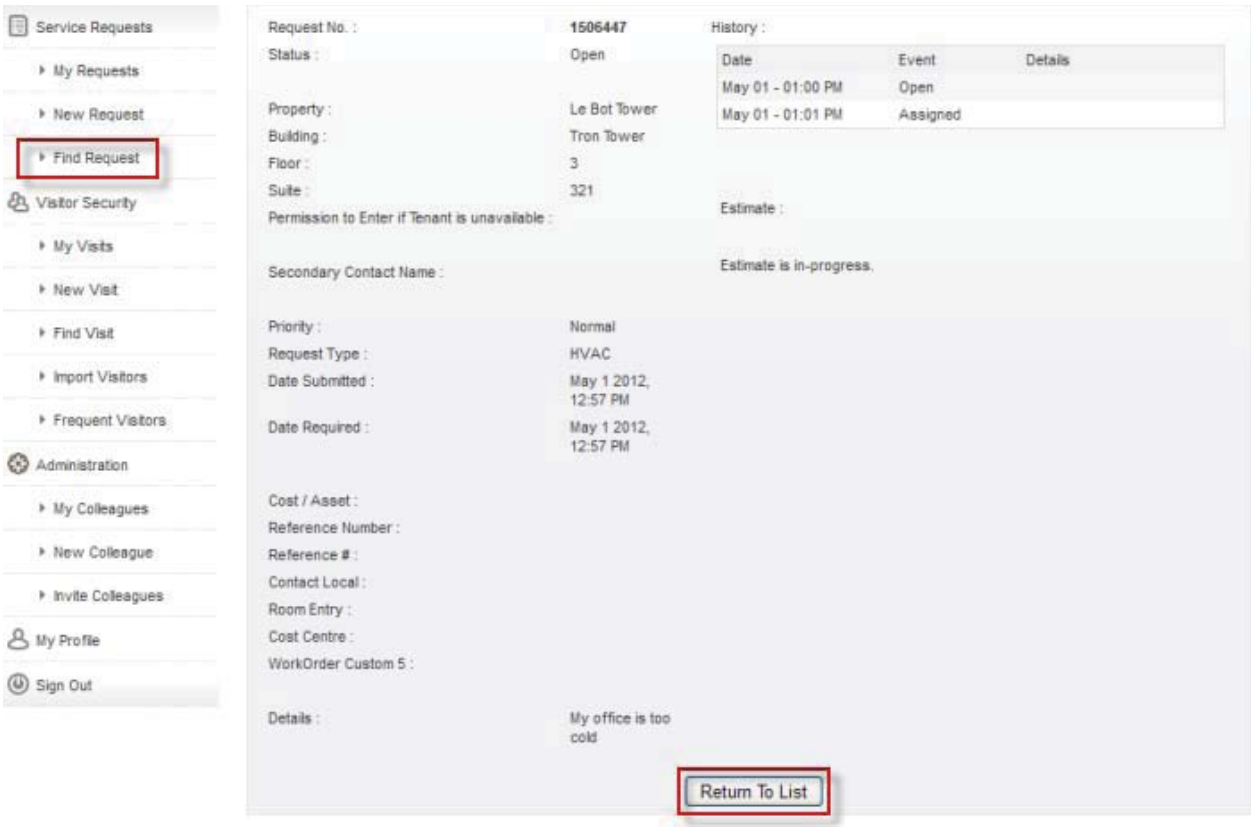
1. Click on **Find Request** in the main menu. The Find Request screen is displayed.



2. Enter the request number into the field provided, then click **Search** to display the request.



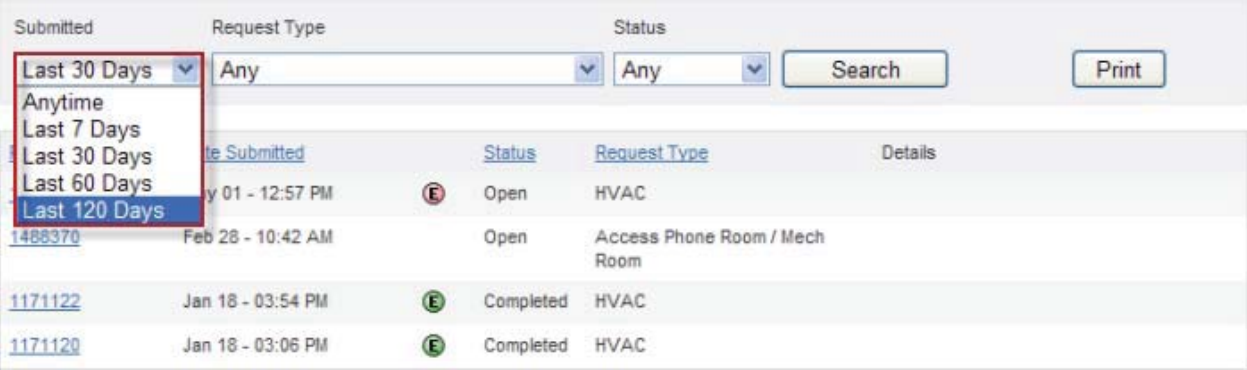
3. The request details are displayed. When you are finished, you can click **Return To List** to be taken to the My Requests List; alternately, you can click **Find Request** from the main menu to search for another request.


Service Requests
My Requests
New Request
Find Request
Visitor Security
My Visits
New Visit
Find Visit
Import Visitors
Frequent Visitors
Administration
My Colleagues
New Colleague
Invite Colleagues
My Profile
Sign Out
Request No. : 1506447
Status : Open
Property : Le Bot Tower
Building : Tron Tower
Floor : 3
Suite : 321
Permission to Enter if Tenant is unavailable :
Secondary Contact Name :
Priority : Normal
Request Type : HVAC
Date Submitted : May 1 2012, 12:57 PM
Date Required : May 1 2012, 12:57 PM
Cost / Asset :
Reference Number :
Reference # :
Contact Local :
Room Entry :
Cost Centre :
WorkOrder Custom 5 :
Details : My office is too cold
History :
Date Event Details
May 01 - 01:00 PM Open
May 01 - 01:01 PM Assigned
Estimate :
Estimate is in-progress.
Return To List

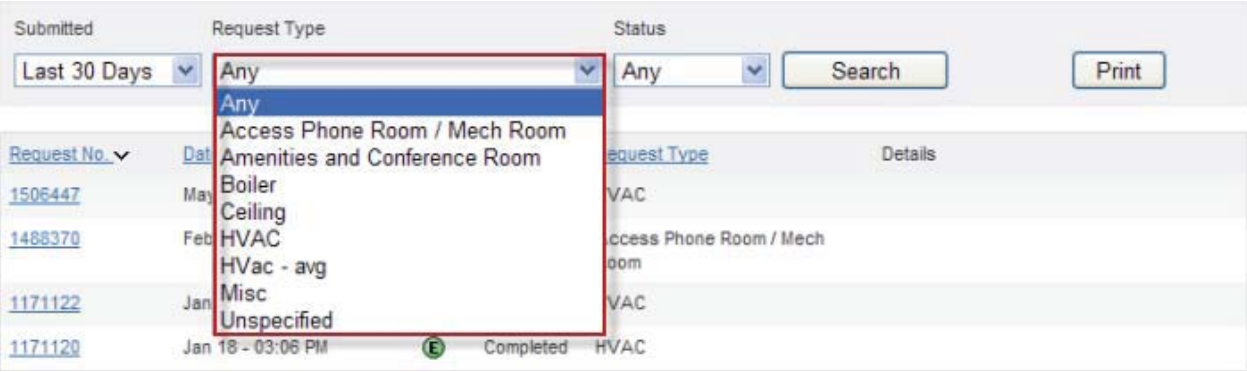
Organizing My Service Requests

> *i* You can use the sorting and filtering methods described below to search for requests when the specific request number is not known. To search for a request using the request number, see Searching by Request Number.

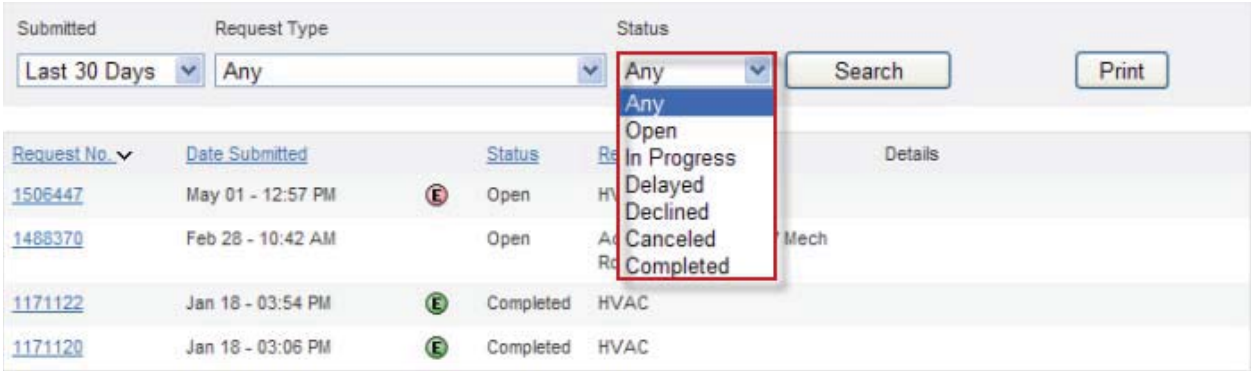
1. By default, the system displays requests submitted in the last 30 days, of any request type and any status. To change the time-frame, click the **Submitted** drop-down and select the desired time frame.



2. To change the request type, click the **Request Type** drop-down and select the desired type.



3. To change the status, click the **Status** drop-down and select the desired status.



4. Click the **Search** button. Requests matching the selected criteria are displayed on the My Service Requests screen.
5. By default, the system organizes the Requests by Request Number in descending order (highest to lowest). You can sort the list by clicking on the following headings:
    - Request Number
    - Date Submitted
    - Status
    - Request Type

6. To view a request's details, click the request number.

Printing Request Lists

To print the list of service requests, click **Print** from the View Service Requests screen.